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TO USPTO
FAX 571-273-8300
DATE 25 April 08
SUBJECT App'n Ser No 10/606,683

Pages including this cover sheet 6

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PTO/SB/21 (01-08)

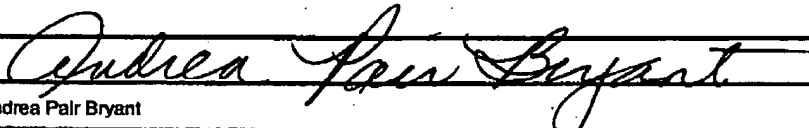
Approved for use through 04/30/2008, OMB 0631-0031

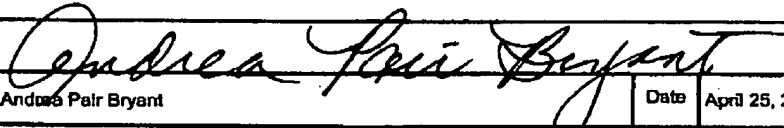
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TRANSMITTAL FORM (to be used for all correspondence after initial filing)	Application Number	10/606,683
	Filing Date	June 26, 2003
	First Named Inventor	Hughes
	Art Unit	2614
	Examiner Name	Gauthier
	Attorney Docket Number	AUS920030326US1
Total Number of Pages In This Submission		5

ENCLOSURES (Check all that apply)		
<input type="checkbox"/> Fee Transmittal Form <input type="checkbox"/> Fee Attached <input checked="" type="checkbox"/> Amendment/Reply <input type="checkbox"/> After Final <input type="checkbox"/> Affidavits/declaration(s) <input type="checkbox"/> Extension of Time Request <input type="checkbox"/> Express Abandonment Request <input type="checkbox"/> Information Disclosure Statement <input type="checkbox"/> Certified Copy of Priority Document(s) <input type="checkbox"/> Reply to Missing Parts/ Incomplete Application <input type="checkbox"/> Reply to Missing Parts under 37 CFR 1.52 or 1.53	<input type="checkbox"/> Drawing(s) <input type="checkbox"/> Licensing-related Papers <input type="checkbox"/> Petition <input type="checkbox"/> Petition to Convert to a Provisional Application <input type="checkbox"/> Power of Attorney, Revocation <input type="checkbox"/> Change of Correspondence Address <input type="checkbox"/> Terminal Disclaimer <input type="checkbox"/> Request for Refund <input type="checkbox"/> CD, Number of CD(s) _____ <input type="checkbox"/> Landscape Table on CD	<input type="checkbox"/> After Allowance Communication to TC <input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences <input type="checkbox"/> Appeal Communication to TC (Appeal Notice, Brief, Reply Brief) <input type="checkbox"/> Proprietary Information <input type="checkbox"/> Status Letter <input type="checkbox"/> Other Enclosure(s) (please identify below):
Remarks Amendment filed April 3, 2008, now having proper status identifier for amended claims. Applicants' attorney thanks LIE Vestal for her courtesy and assistance on April 24, 2008.		

SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT			
Firm Name			
Signature			
Printed name	Andrea Pair Bryant		
Date	April 25, 2008	Reg. No.	28,191

CERTIFICATE OF TRANSMISSION/MAILING	
I hereby certify that this correspondence is being facsimile transmitted to the USPTO or deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on the date shown below:	
Signature	
Typed or printed name	Andrea Pair Bryant
Date	April 25, 2008

This collection of information is required by 37 CFR 1.5. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.11 and 1.14. This collection is estimated to 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Hughes, et al.
Serial No.: 10/606,683
Filing Date: June 26, 2003
Group Art Unit: 2614
Examiner: Gerald Gauthier
For: **METHOD FOR PERSONALIZING
COMPUTERIZED CUSTOMER SERVICE**

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

RESPONSE TO OFFICE ACTION

Sir:

Responsive to the Examiner's Office Action mailed 01/07/2008, please amend the above identified application in accordance with this paper.

Amendments to the claims are reflected in the Listing of Claims beginning on page 2.

Remarks begin on page 4.

• Response to OA 01/07/2008
April 3, 2008 (corrected 4/25)

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